

# Allergic Reaction Documentation Improvement

Using safety event reporting to support high reliability





# Objectives

1. Understand the importance of documentation of new allergies for hospitalized patients.
2. Understand the importance of patient safety/risk management teams collaborating with clinical leaders to address opportunities for improvement in documentation of new patient allergies and state examples.
3. Understand how the safety event reporting system can be used to support loop closure and prevention of future allergic reactions for the patient.

# About our hospital

- 322 bed acute care hospital
  - Med-Surg
  - Women's
  - Behavioral Health
  - Emergency
  - Oncology
  - Critical Care (adult & neonatal)
  - Cardiology
  - Endoscopy
  - Wound Care





# The Opportunity: Unreliable updating of allergic reactions

- Allergy and reaction not always added to medical record
- Nurse leaders coached nurse when allergy and reaction not added to the medical record
- A reliable review process for allergy events was needed
  
- Problem Statement: Nursing staff failure to update allergy list increases risk of serious reaction in the future.
  
- Aim Statement: To improve the reliability of the allergy list by ensuring it is updated to include new reactions



# Actions and Process Change

S: The new allergy and type of allergic reaction is not always added to the patient's list of allergies in the medical record.

B: While allergic reaction safety events managers are coaching the staff member who did not add the new allergy at the time of the reaction. However, when cross checking the allergy list the new allergy and type of reaction is not always documented.

A: This is a patient safety concern because the patient may return and receive the medication again causing them to experience another reaction, possibly worse than the first reaction.

R: Leaders should use our error prevention tool Cross Check to ensure the new allergy and reaction has been added to the chart before signing off on the safety event. Leaders should document in their review that they have cross checked and verified the allergy list has been updated appropriately.



# Outcomes & Next Steps

- Since implementation
  - 4 new allergies reported
  - Only 1 did not include the documentation of the new allergy in the medical record, and confirmation in the safety event review that the leader had checked the medical record documentation
- Ongoing
  - Review of the one outlier above identified the review was completed by a new nurse leader
    - To mitigate this, we have started asking the question directly when routing the safety event to the nurse leader for review.
  - We continue to cross check because this is a high-risk low-volume event for our patients



# Summary and Conclusion

- Adding new allergies and the reaction details to the medical record keeps our patients safe
- Patient Safety & Risk Management should serve our customers by collaborating to address documentation opportunities
- The safety event reporting tool and review process can be used to loop closure and prevention of future allergic reactions



# Thank You

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